

eQuipping for Quality: Steps to Measure Up!



Why is this Important?

The establishment of a foundation of stable staff assures organizations achieve greater stakeholder satisfaction, deliver high quality care and services and achieve a sound operational model.

Best Practices:

Hiring

- Include current staff and residents in the interview process. Assuring that the candidate fits well with the center's culture is key to longevity. Including current associates and even residents in the process will help identify whether the candidate is a good match.
- Ask what the candidate hopes to achieve from this position – use their response to gauge potential commitment and engagement.

Orientation Period

- Review and improve the orientation process with input from staff, residents, and families.
- Designate key staff as mentors in each department and assign each new employee a mentor to ensure a smooth transition.
- Establish defined checkpoints with the new employee during the first 90 days of their employment.
- Include all departments in the orientation process to ensure a positive experience.

Work Environment

Create a work environment where

- expectations are clear;
- associates are comfortable voicing concerns;
- improvement opportunities are embraced;
- autonomy is fostered;
- successes are celebrated.

Recognition

Develop a recognition program that

- publicly thanks or gives credit to associates;
- acknowledges anniversaries or special events in associates' lives;
- includes management, residents, and families;
- strengthens the bond and creates a caring atmosphere;
- makes staff feel welcomed and important at work.

Tools:

- Complete AHCA's [Cost of Turnover Calculator](#) to estimate your centers turnover cost.
- Download AHCA's [Four Strategies Toolkit](#) for concrete steps and tools to help change your turnover rate.
- Download AHCA's [Improving Staff Satisfaction: What Effective Leaders are Doing](#) for specific ideas, many at no cost, that leaders can implement to increase staff satisfaction.
- Purchase AHCA's [Staff Stability Toolkit](#) for additional ideas on reducing turnover.





Measure Up/Follow Up:

- Start with a realistic goal. Remember, quality is a journey, not a destination. Setting smaller, more reasonable goals in the beginning allows the team to see success. Then, the team can set another goal to pursue.
- Set clear intervals to review progress toward goal achievement. Ask was the goal reached? Why, or why not?
- Celebrate success!

More on the Topic:

- [Contact your local QIO](#)
- [AHCA Staff Stability Resource Website](#)

DISCLAIMER: The AHCA/NCAL quality programs' contents, including their goals and standards, represent some preferred practices, but do not represent minimum standards or expected norms for skilled nursing and/or assisted living providers. As always, the provider is responsible for making clinical decisions and providing care that is best for each individual person.



For more information, visit
qualityinitiative.ahcancal.org

